FIG. 1

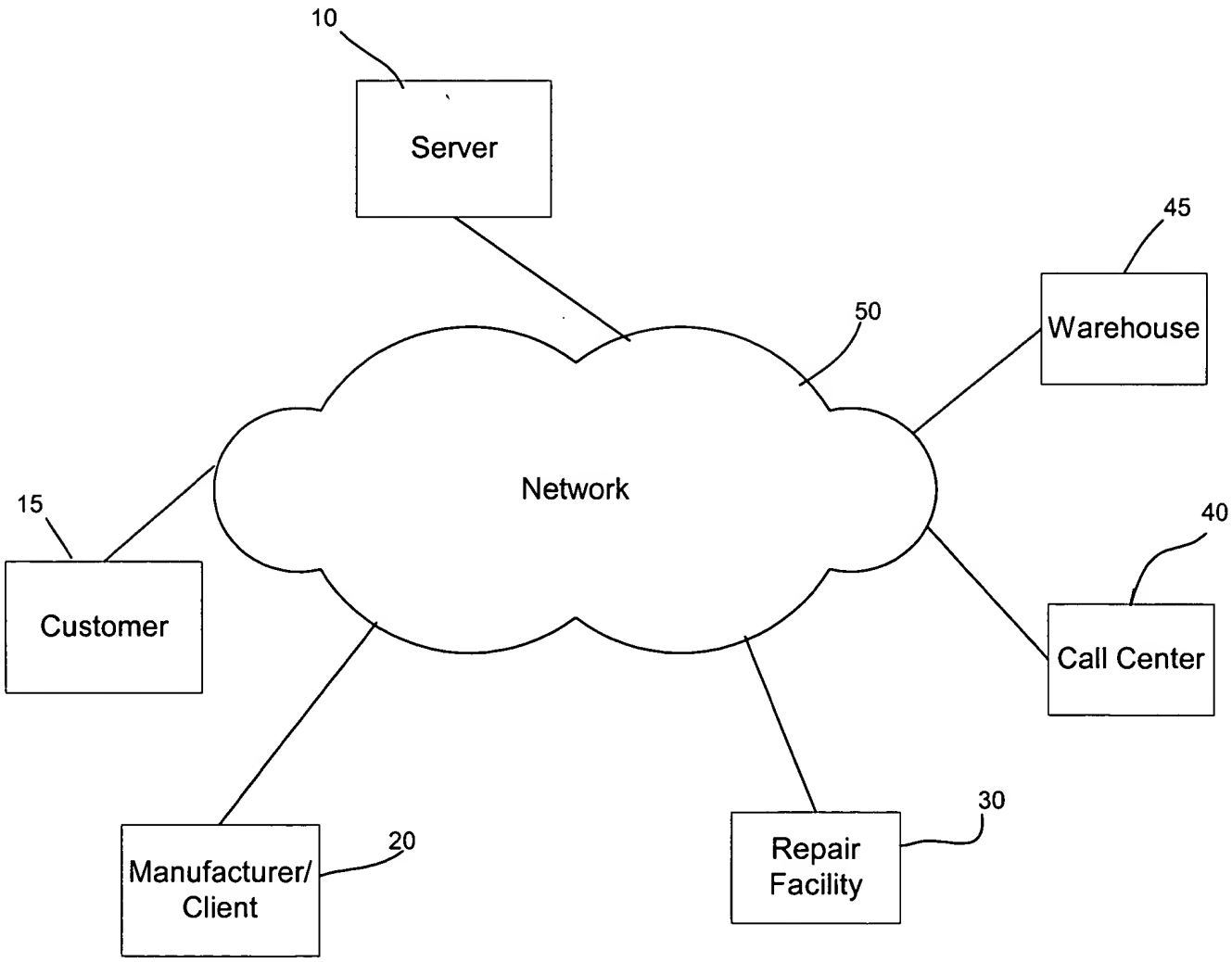
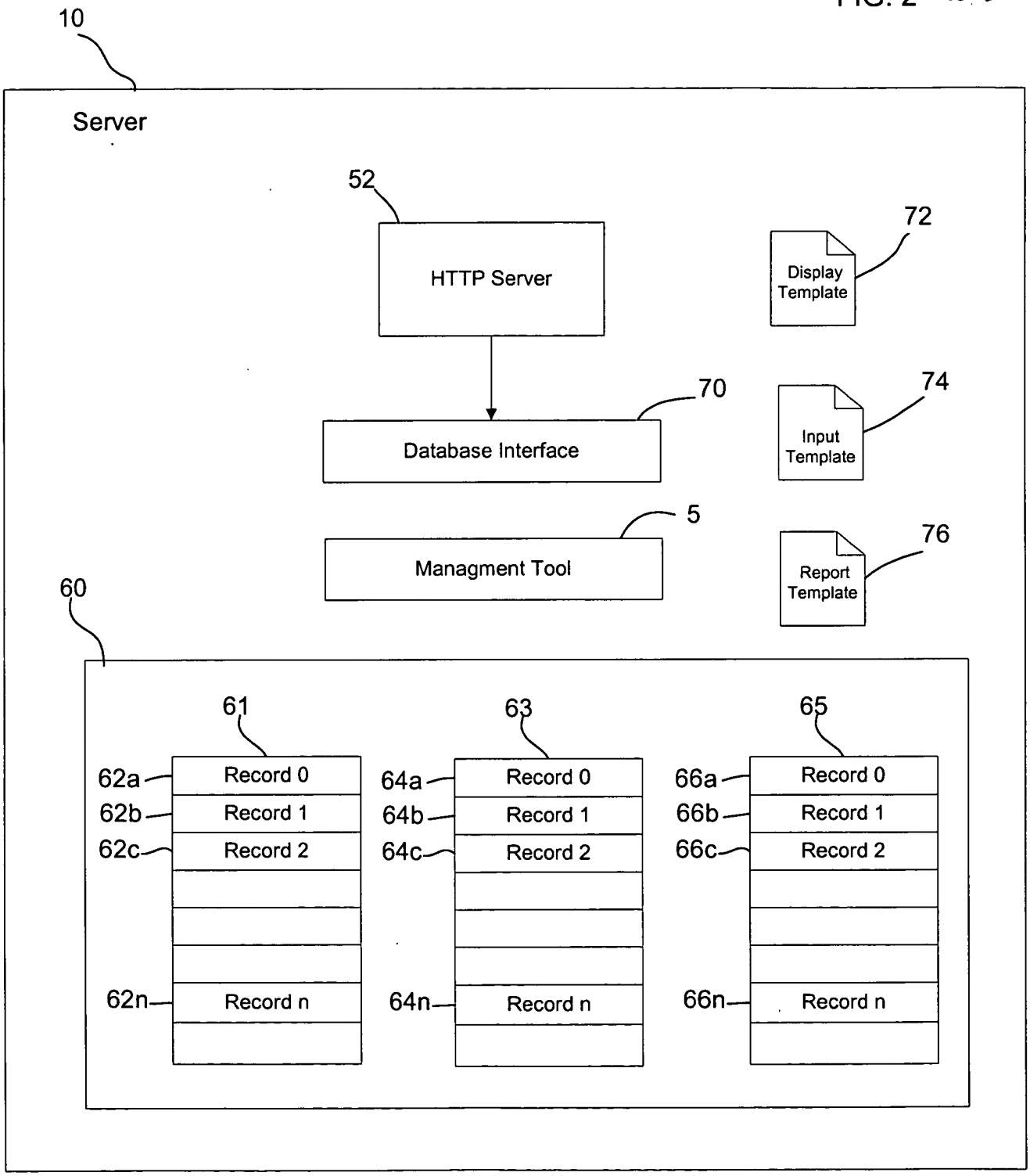

10
Server
45
Warehouse
50
Network
15
Customer
40
Call Center
Manufacturer/
Client
20
Repair
Facility
30

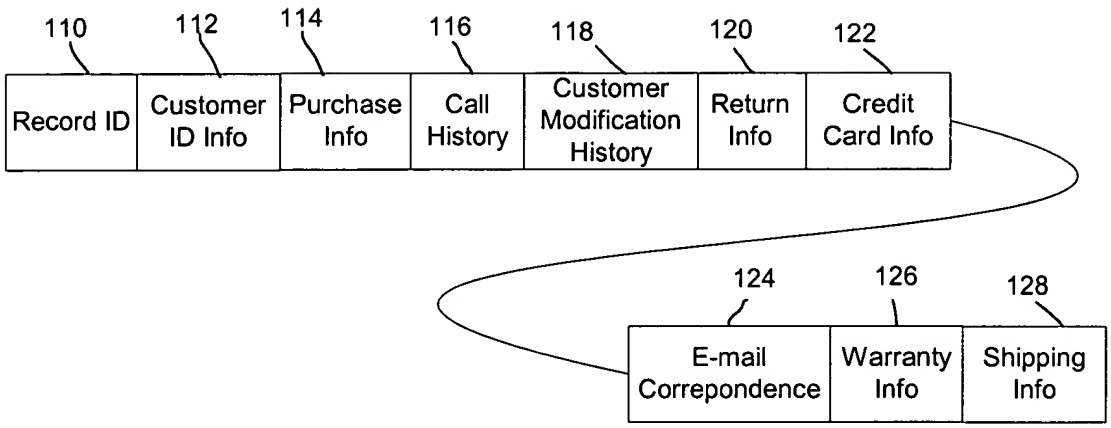
FIG. 2



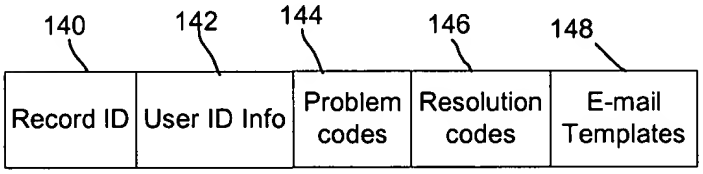
09804701

FIG. 3

Record 62



Record 64



Record 66

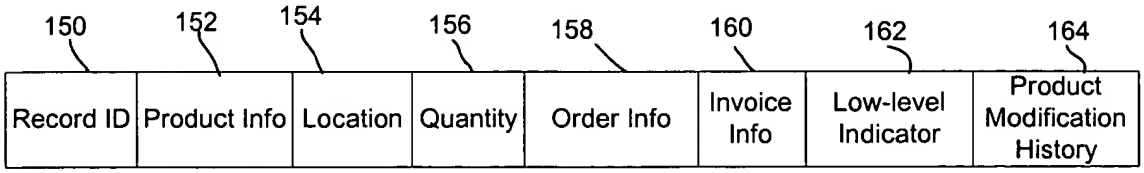


FIG. 4

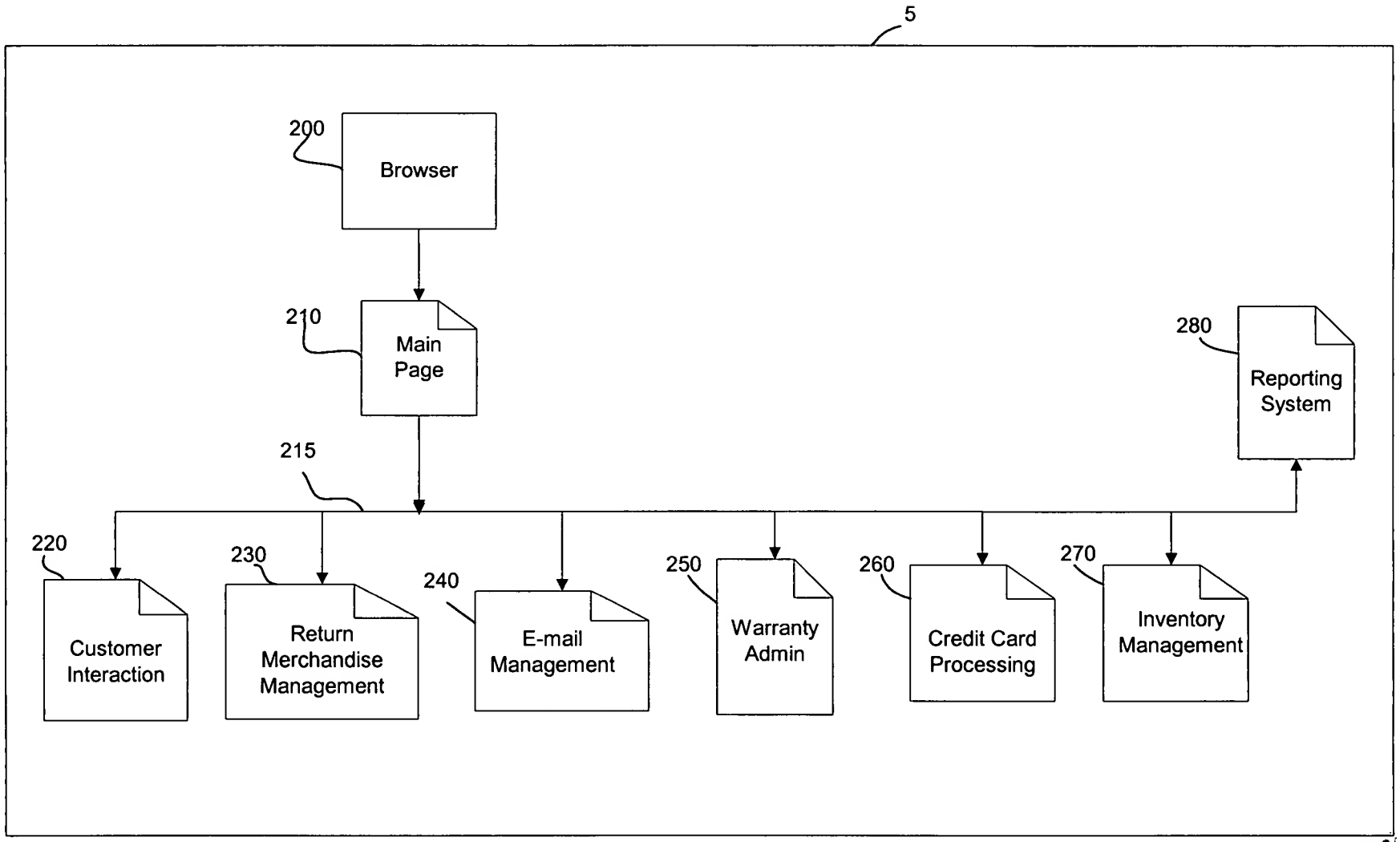

5
200
Browser
210
Main Page
280
Reporting System
215
220
Customer Interaction
230
Return Merchandise Management
240
E-mail Management
250
Warranty Admin
260
Credit Card Processing
270
Inventory Management

FIG. 5

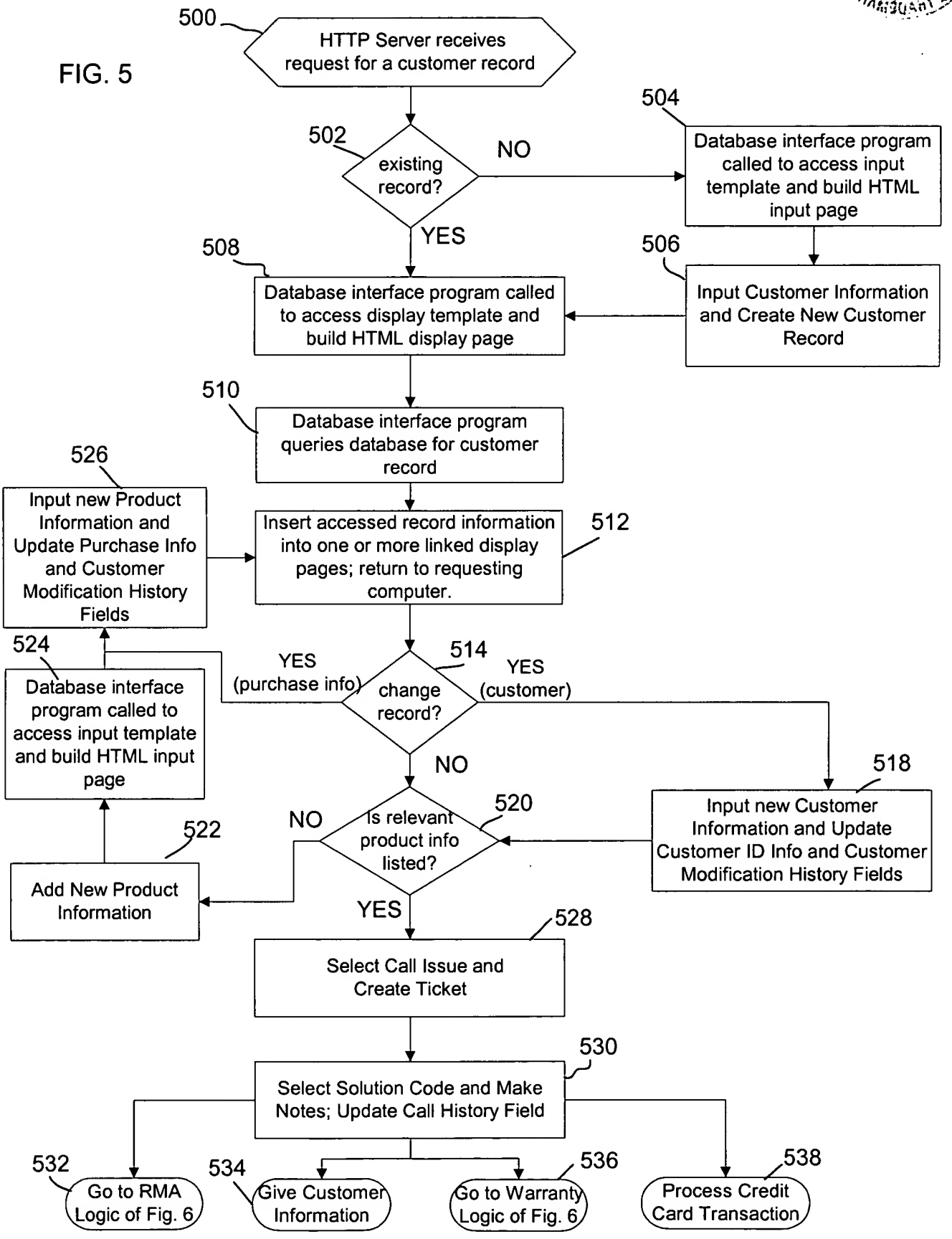

500
HTTP Server receives request for a customer record
502
existing record?
NO
YES
504
Database interface program called to access input template and build HTML input page
506
Input Customer Information and Create New Customer Record
508
Database interface program called to access display template and build HTML display page
510
Database interface program queries database for customer record
512
Insert accessed record information into one or more linked display pages; return to requesting computer.
514
change record?
YES (purchase info)
YES (customer)
NO
518
Input new Customer Information and Update Customer ID Info and Customer Modification History Fields
520
Is relevant product info listed?
NO
YES
522
Add New Product Information
524
Database interface program called to access input template and build HTML input page
526
Input new Product Information and Update Purchase Info and Customer Modification History Fields
528
Select Call Issue and Create Ticket
530
Select Solution Code and Make Notes; Update Call History Field
532
Go to RMA Logic of Fig. 6
534
Give Customer Information
536
Go to Warranty Logic of Fig. 6
538
Process Credit Card Transaction

FIG. 6

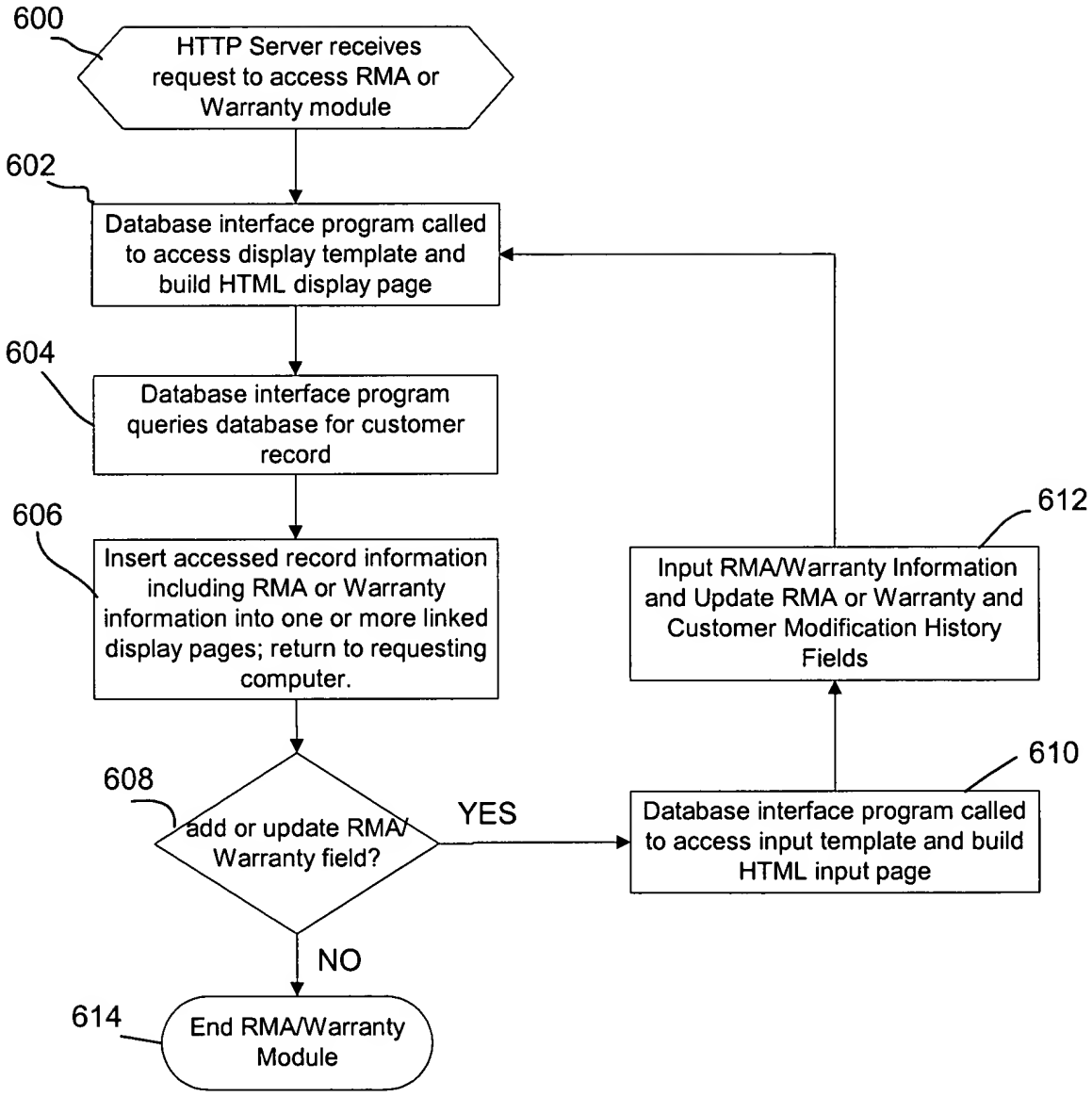
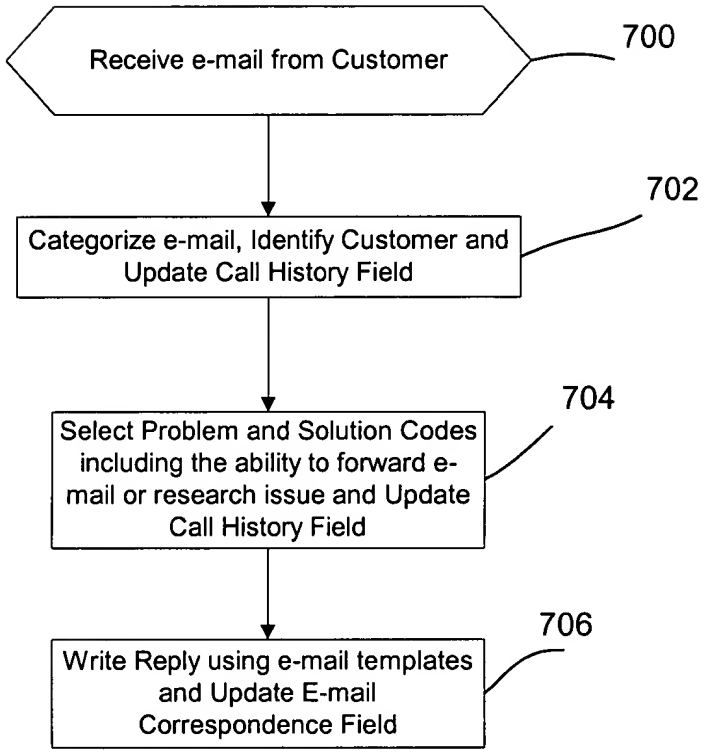
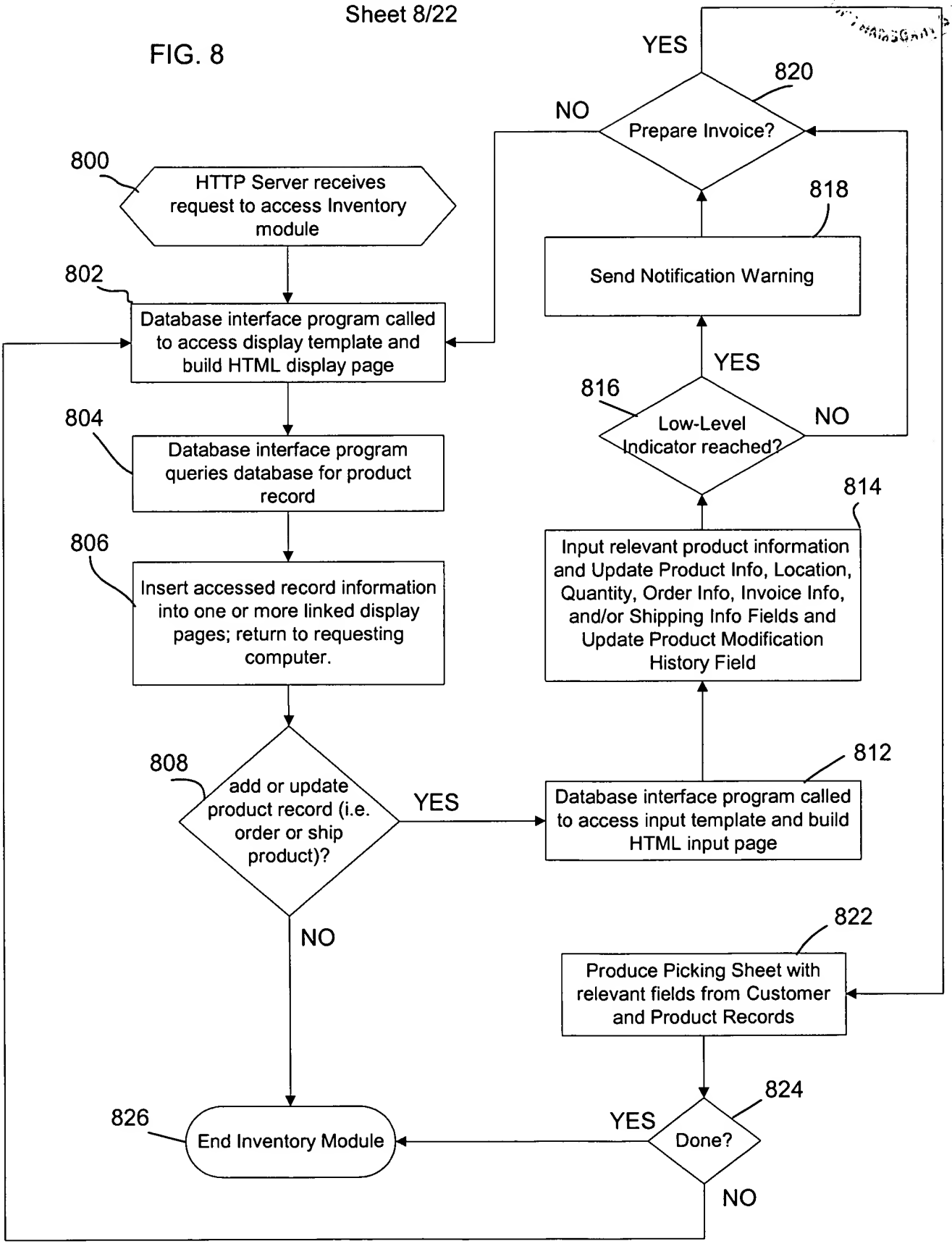

600
HTTP Server receives request to access RMA or Warranty module
602
Database interface program called to access display template and build HTML display page
604
Database interface program queries database for customer record
606
Insert accessed record information including RMA or Warranty information into one or more linked display pages; return to requesting computer.
608
add or update RMA/ Warranty field?
YES
NO
610
Database interface program called to access input template and build HTML input page
612
Input RMA/Warranty Information and Update RMA or Warranty and Customer Modification History Fields
614
End RMA/Warranty Module

FIG. 7



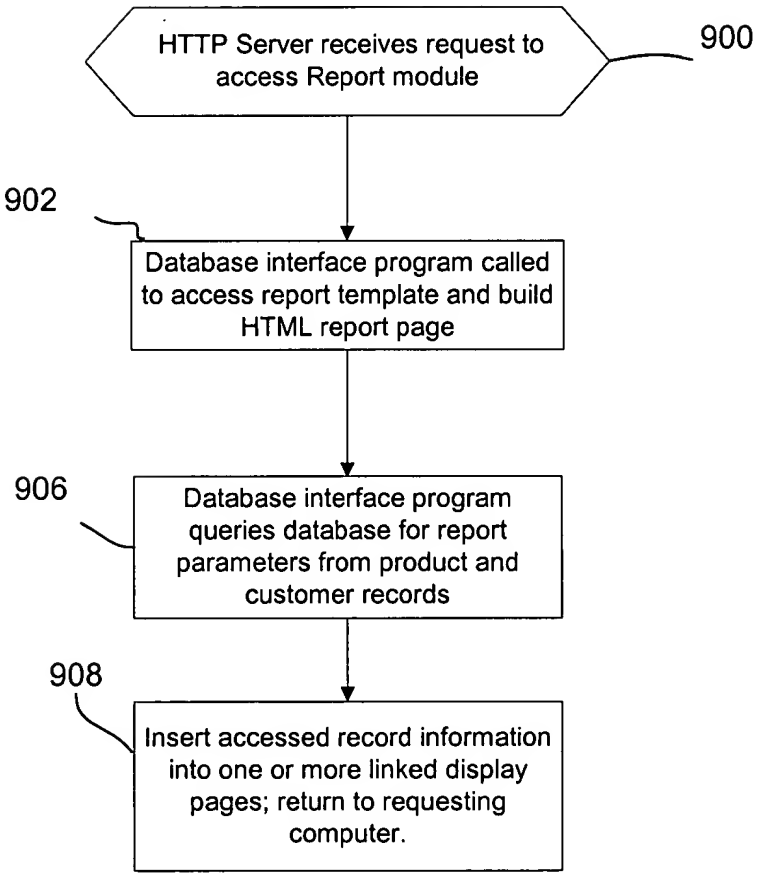
09804.1204.00

FIG. 8



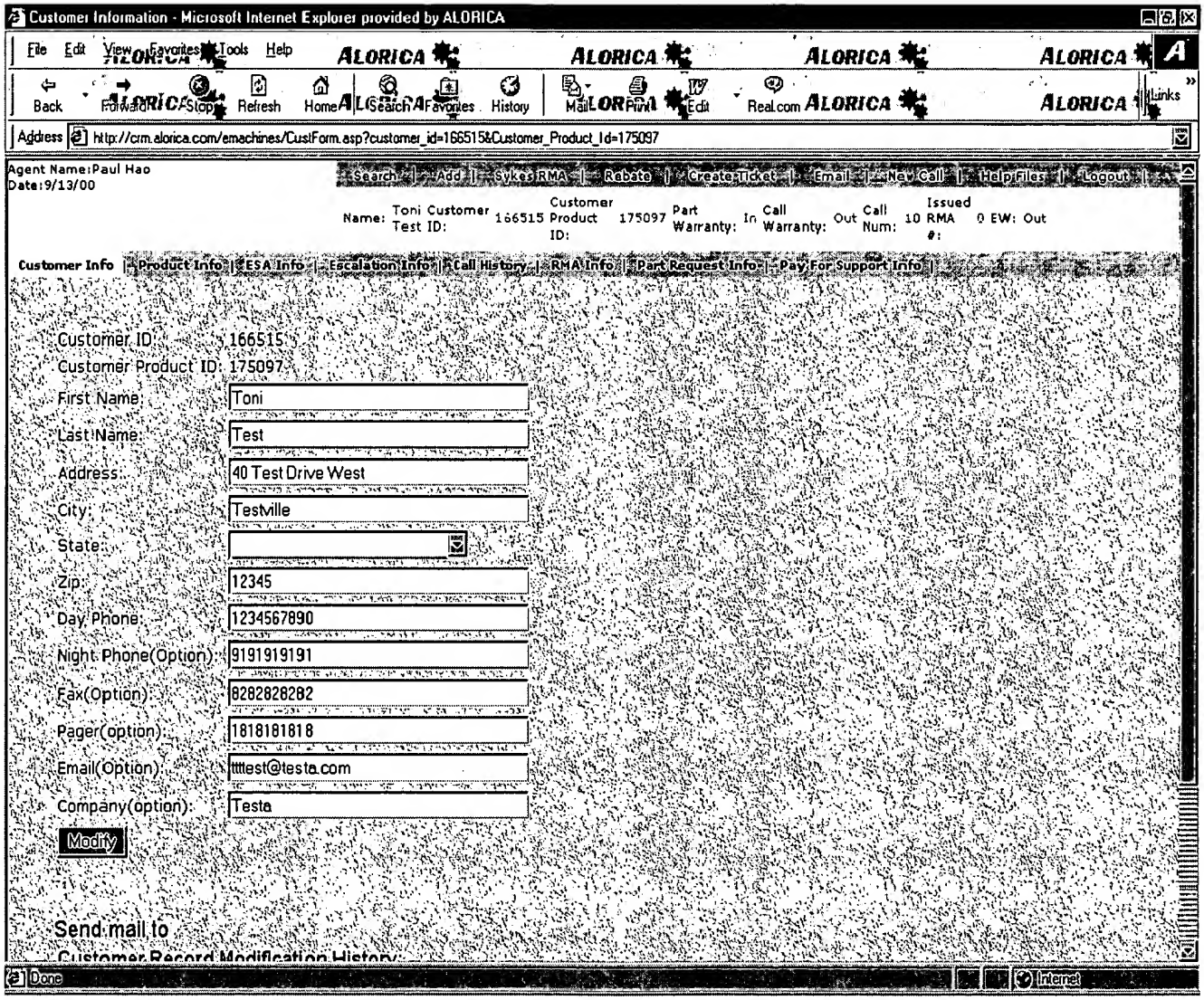
09621121 - 060404

FIG. 9



09604201 , 062504

FIG. 10



US 2001/0047284 A1

FIG. 11A

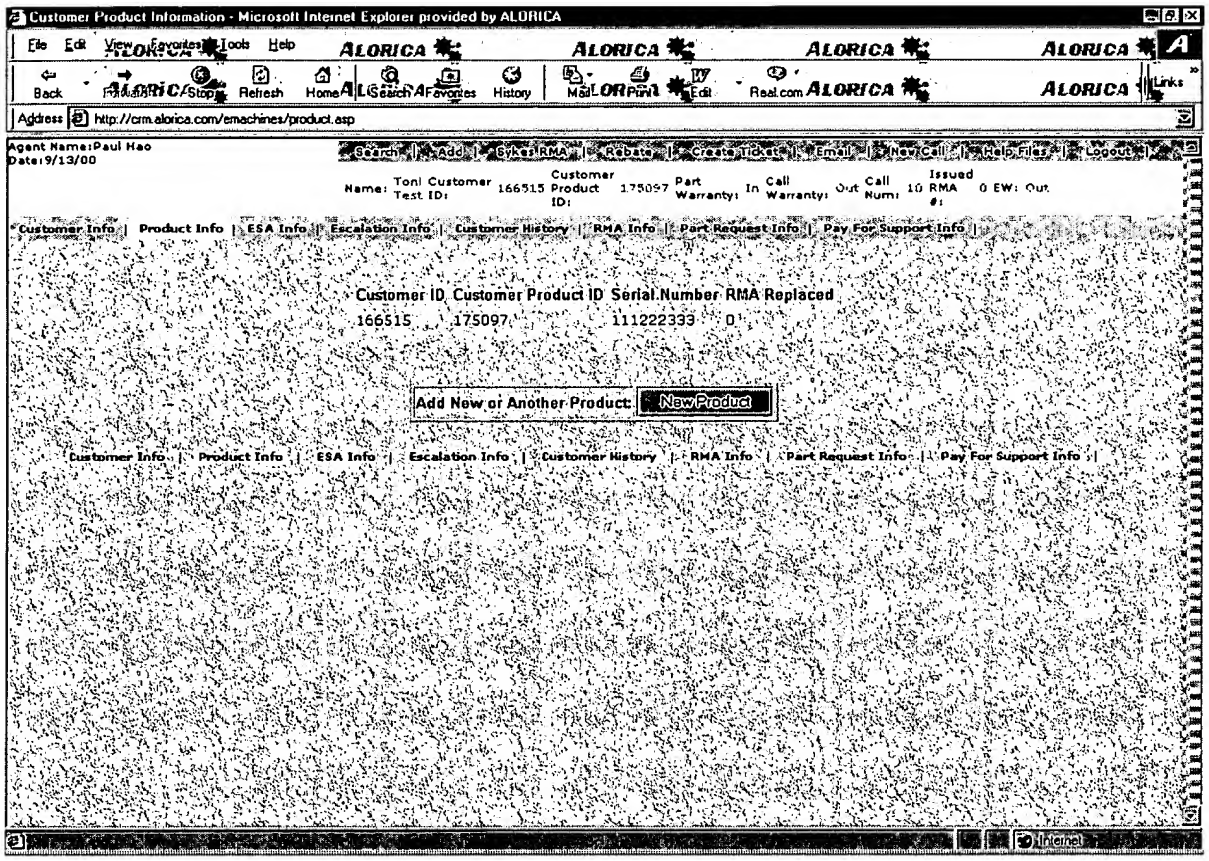
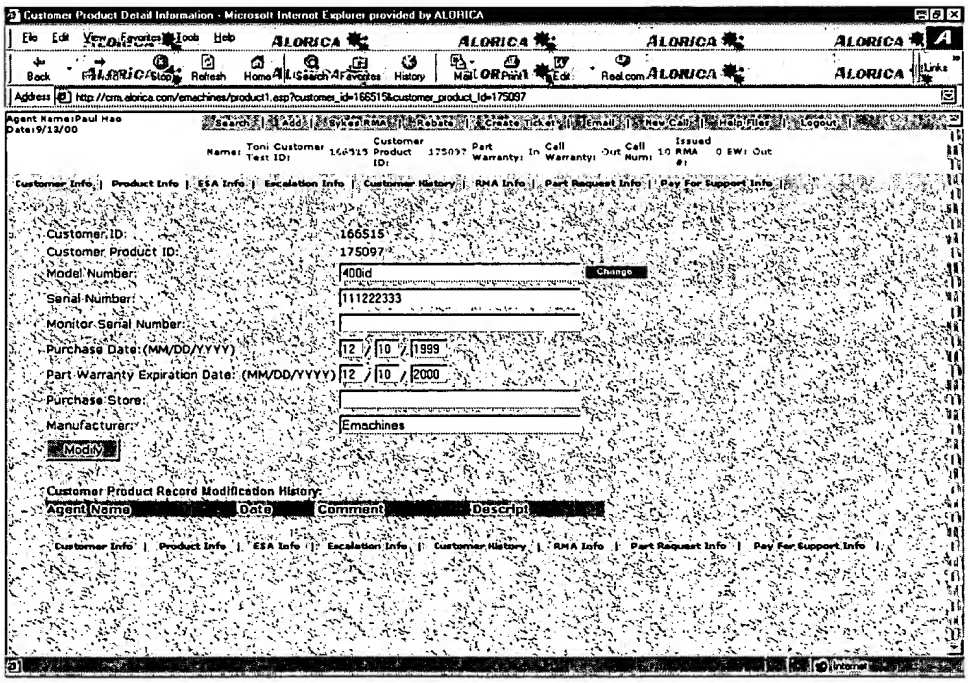


FIG. 11B



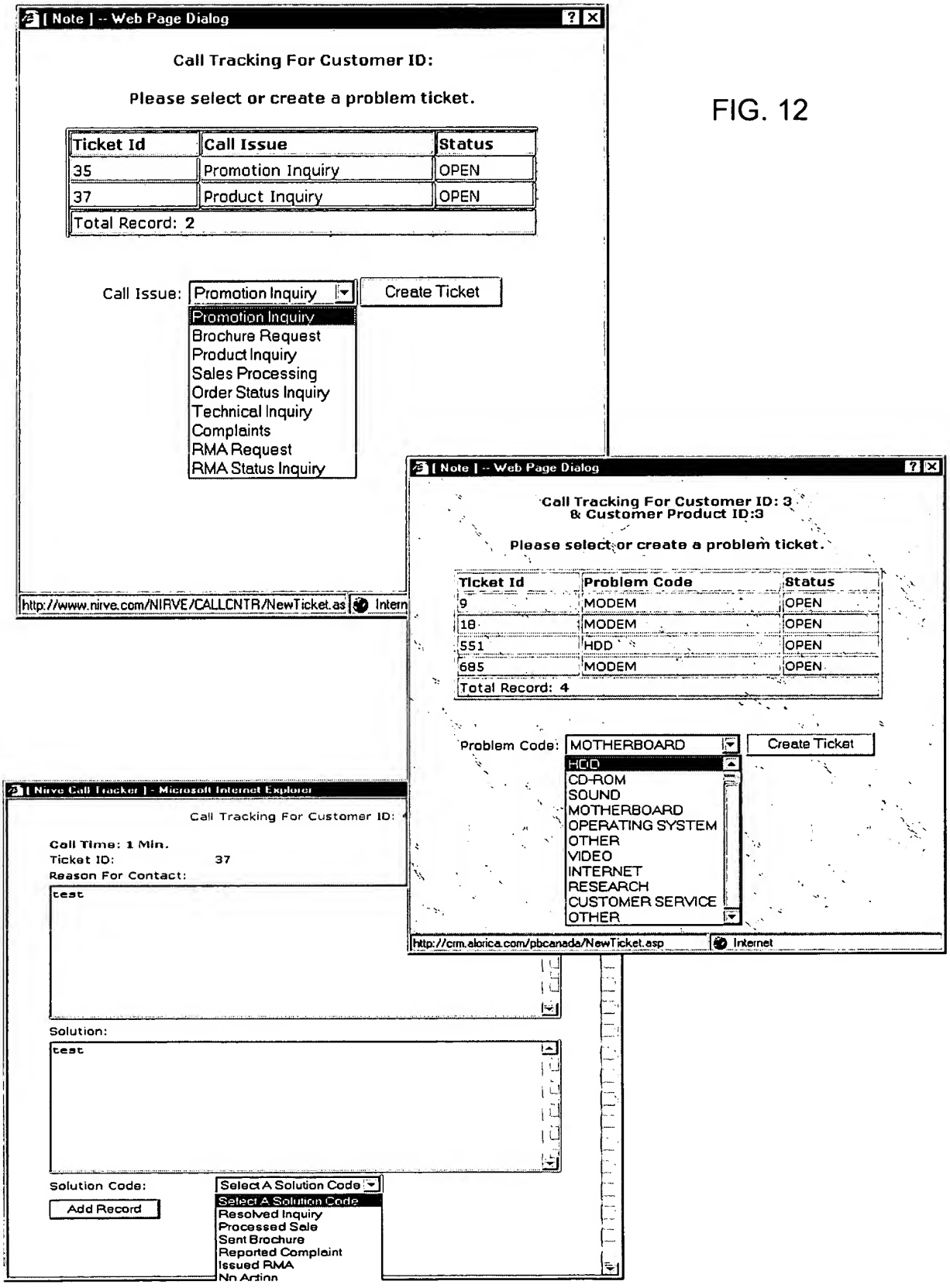
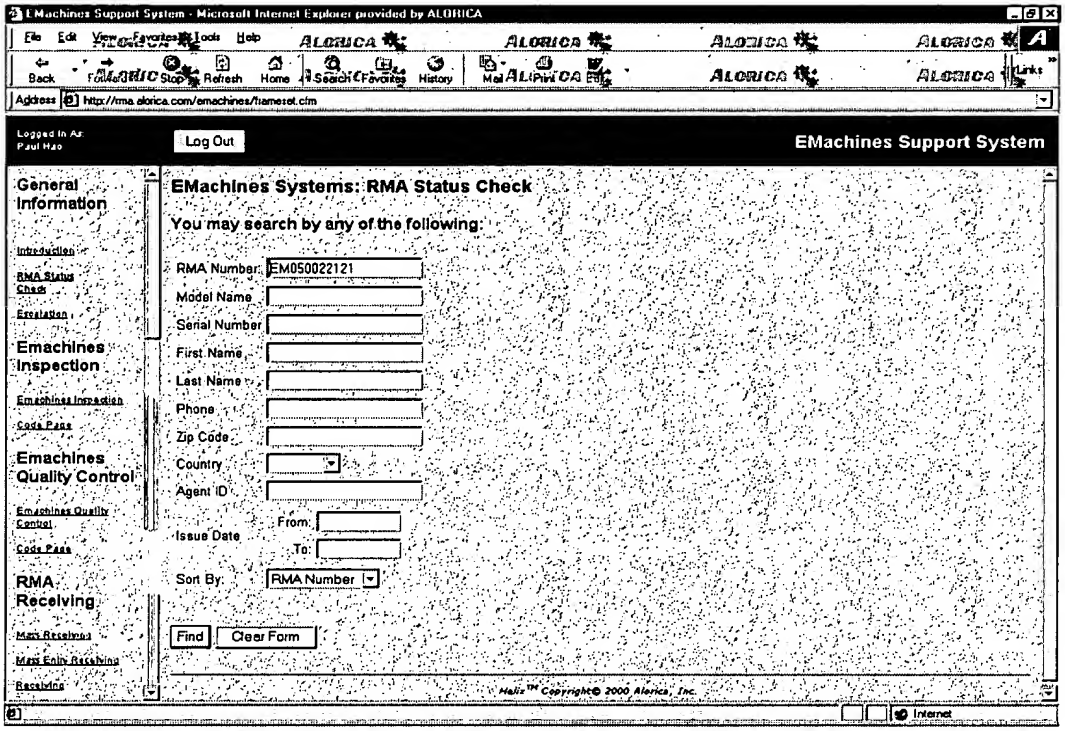


FIG. 12

09826224.060402

FIG. 13



05050121.060403

FIG. 14A

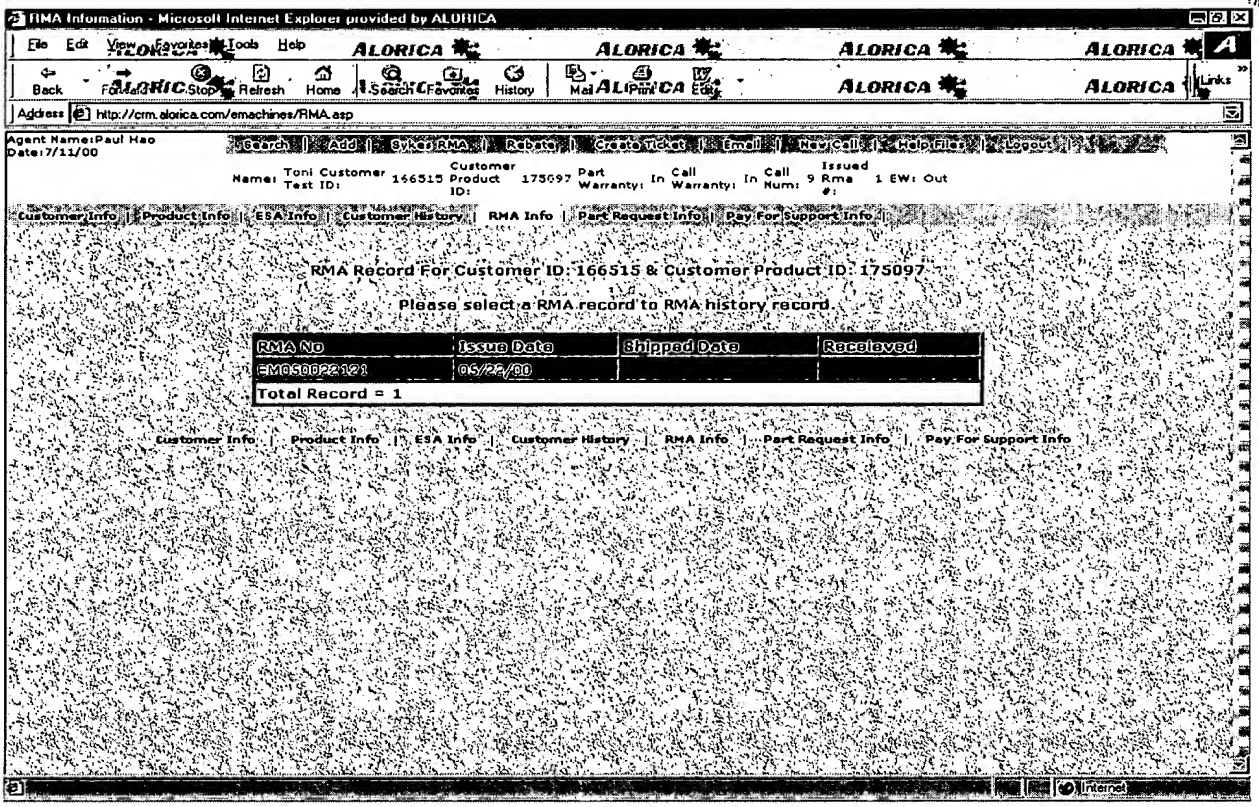
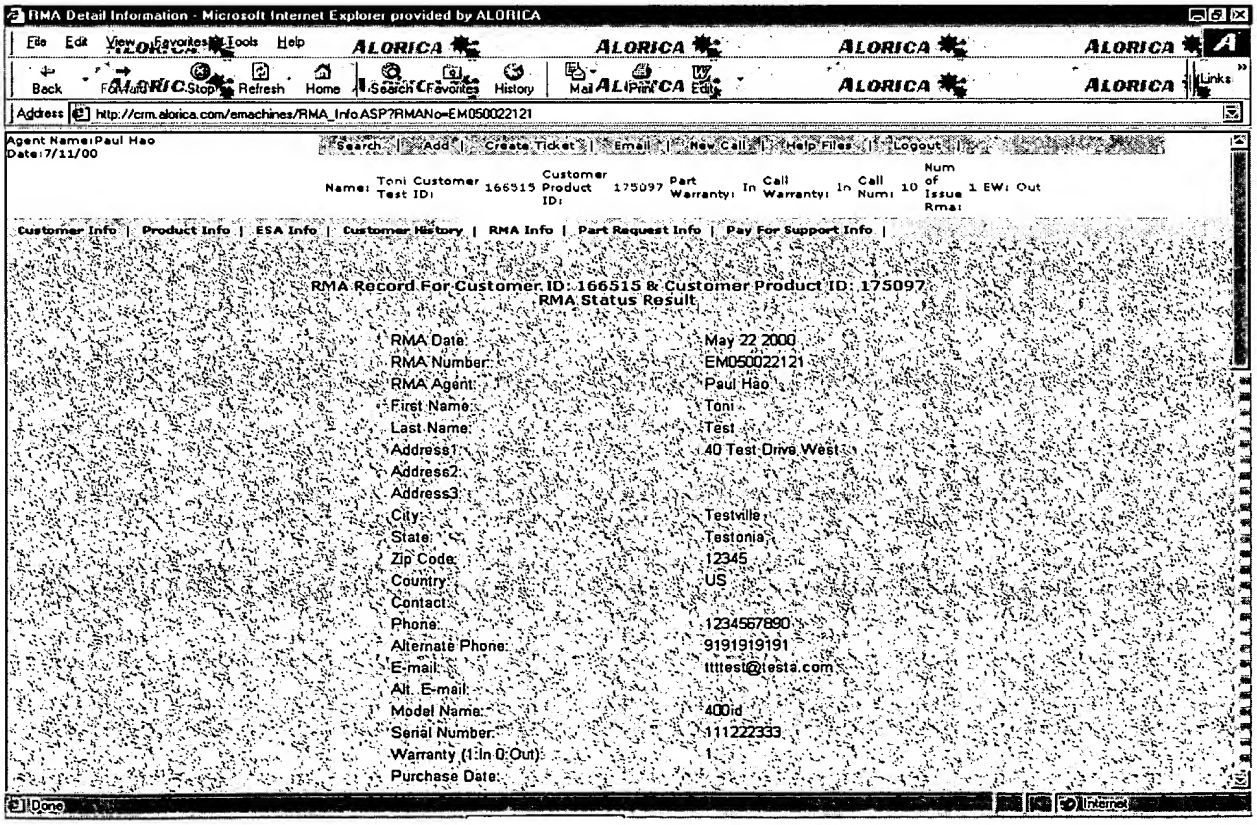


FIG. 14B



09851334 - 060403

FIG. 15A

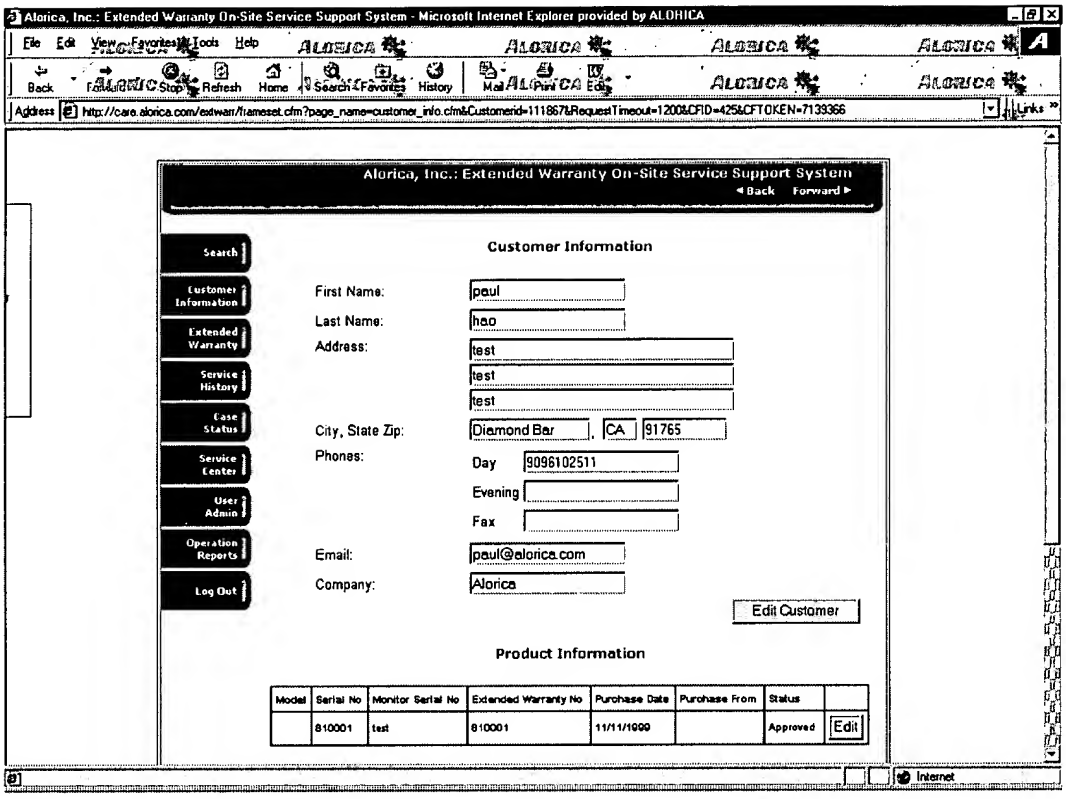


FIG. 15B

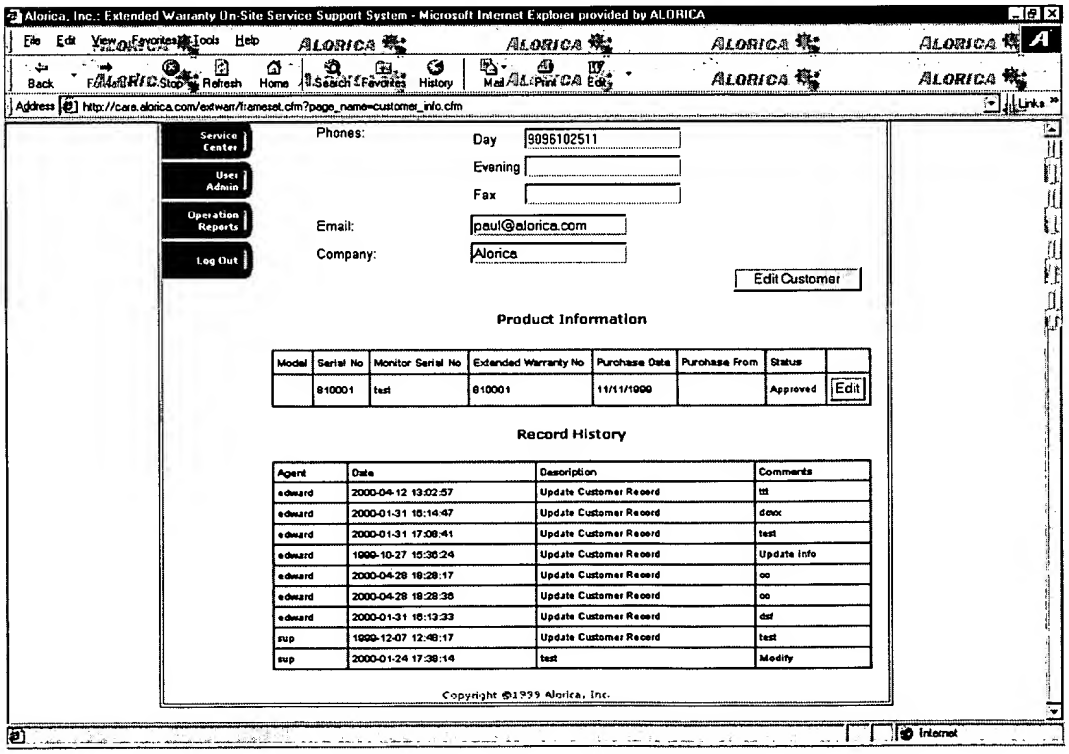
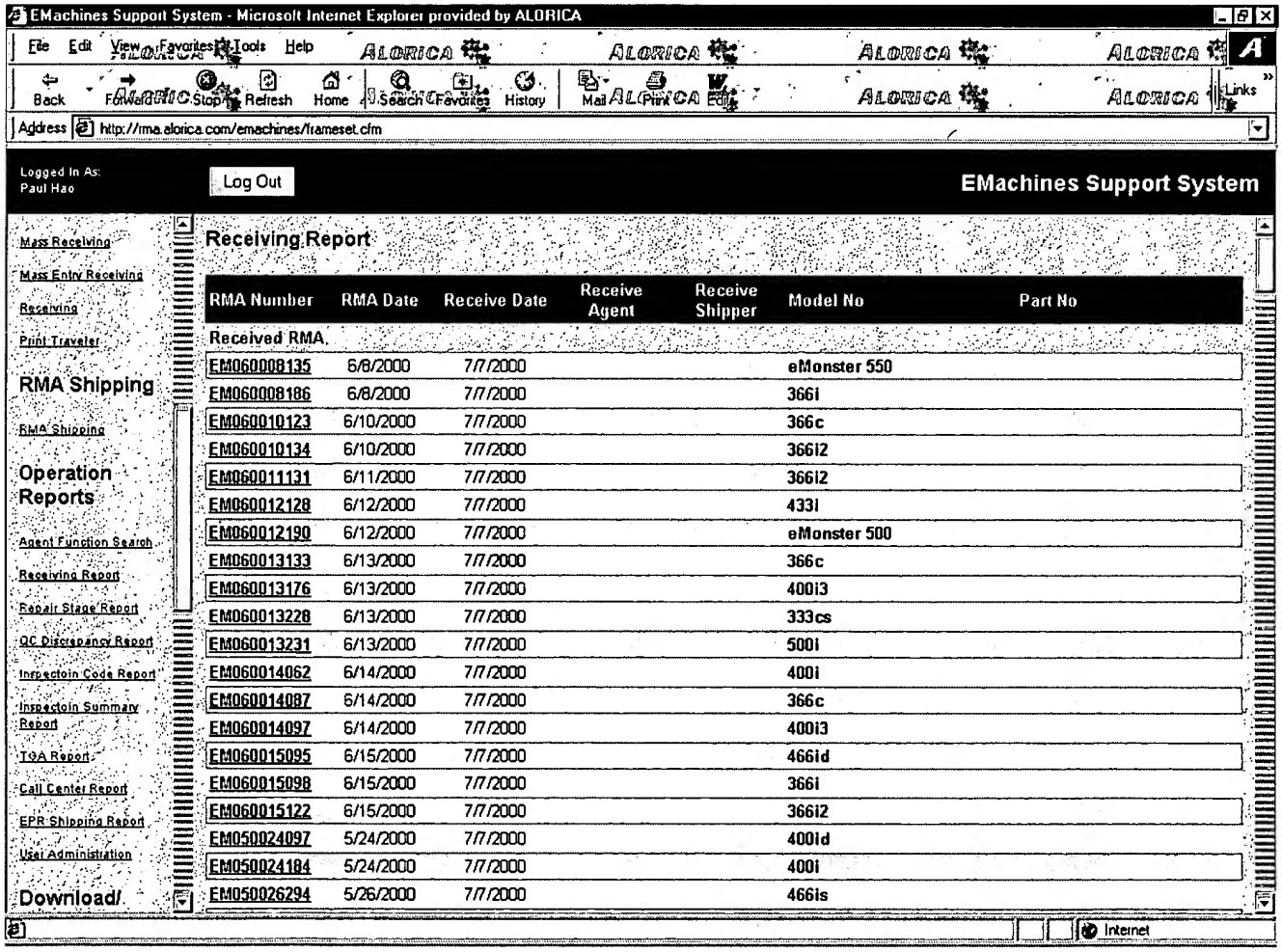


FIG. 16



09654134 050404

FIG. 17A

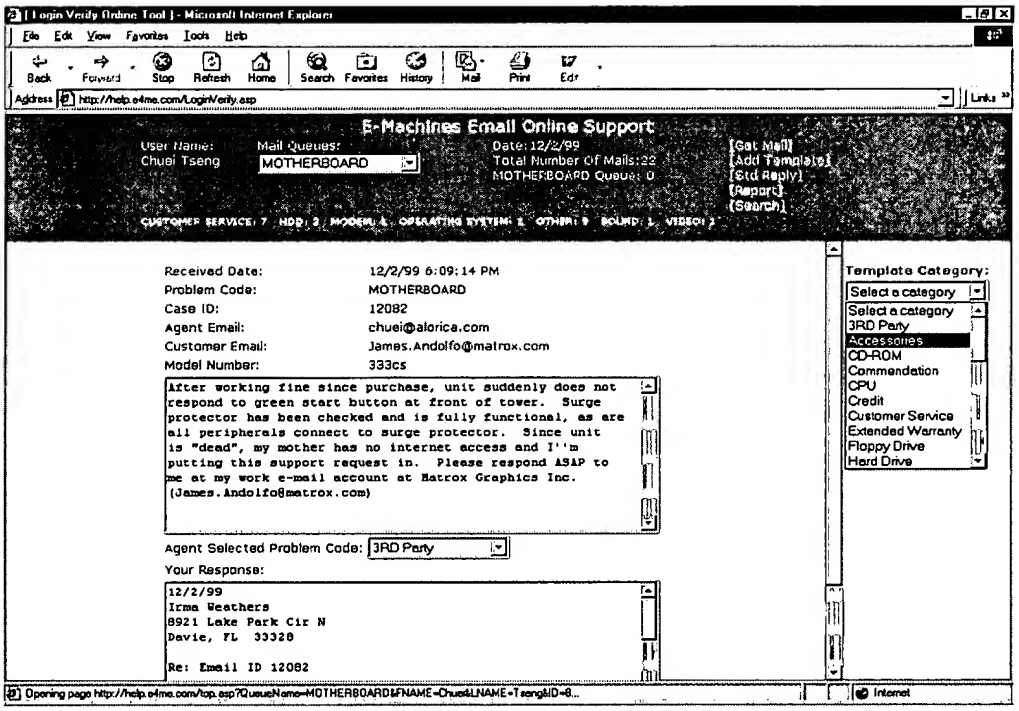
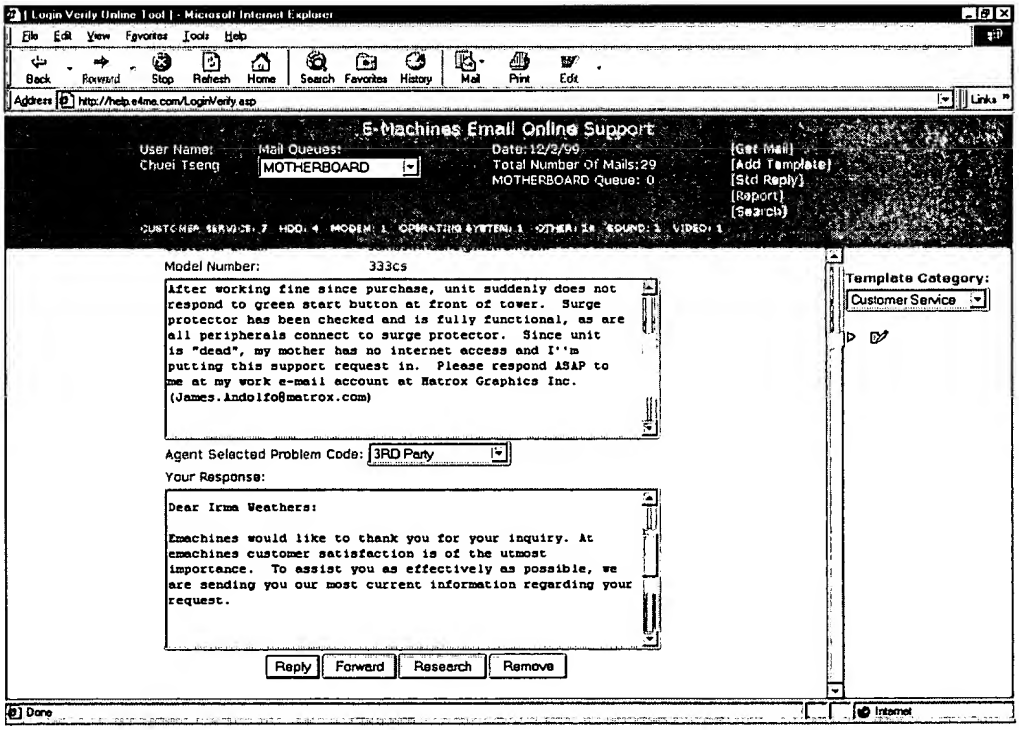


FIG. 17B



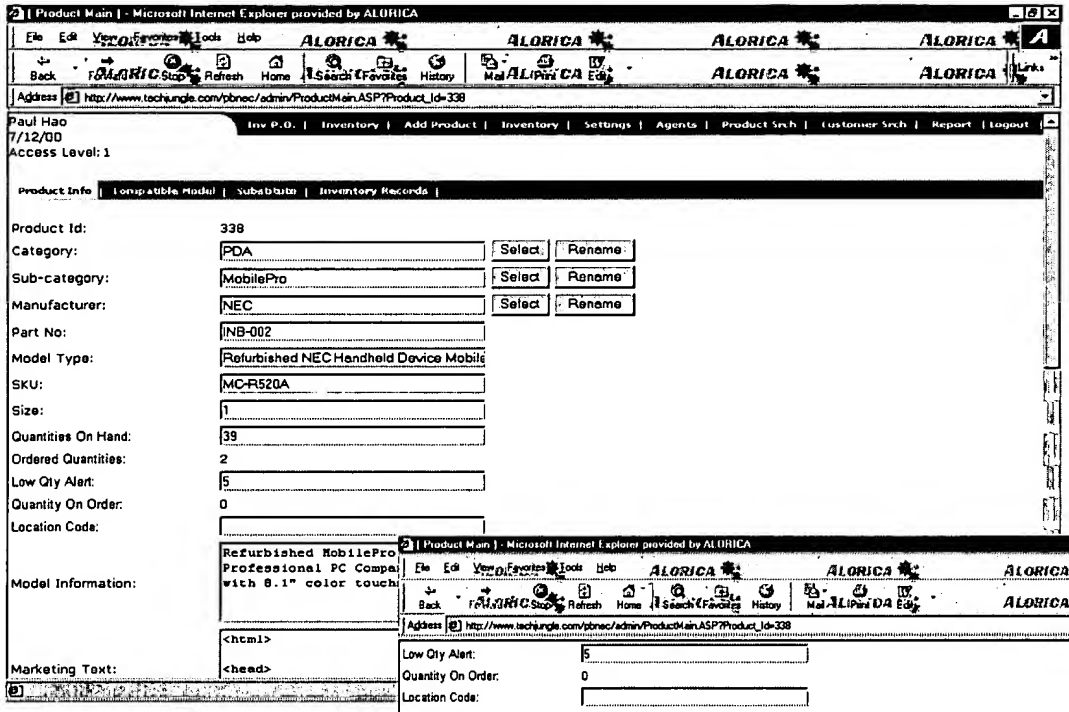


FIG. 18A

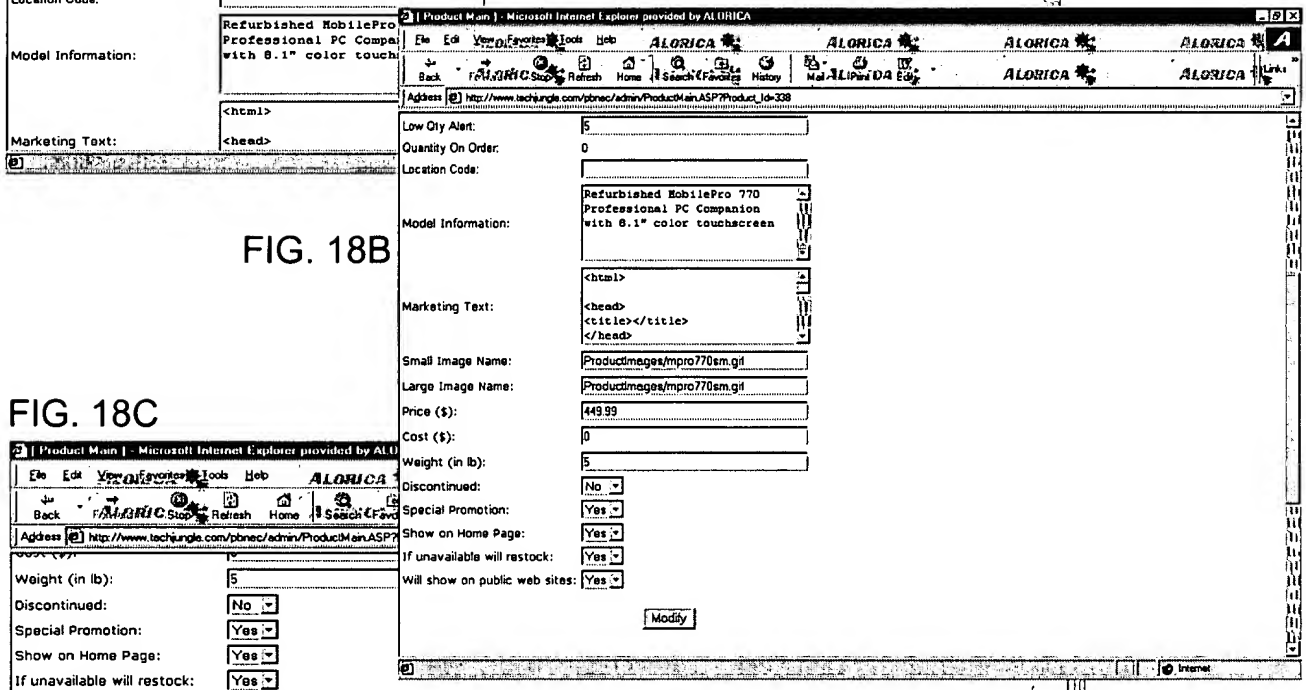


FIG. 18B

FIG. 18C

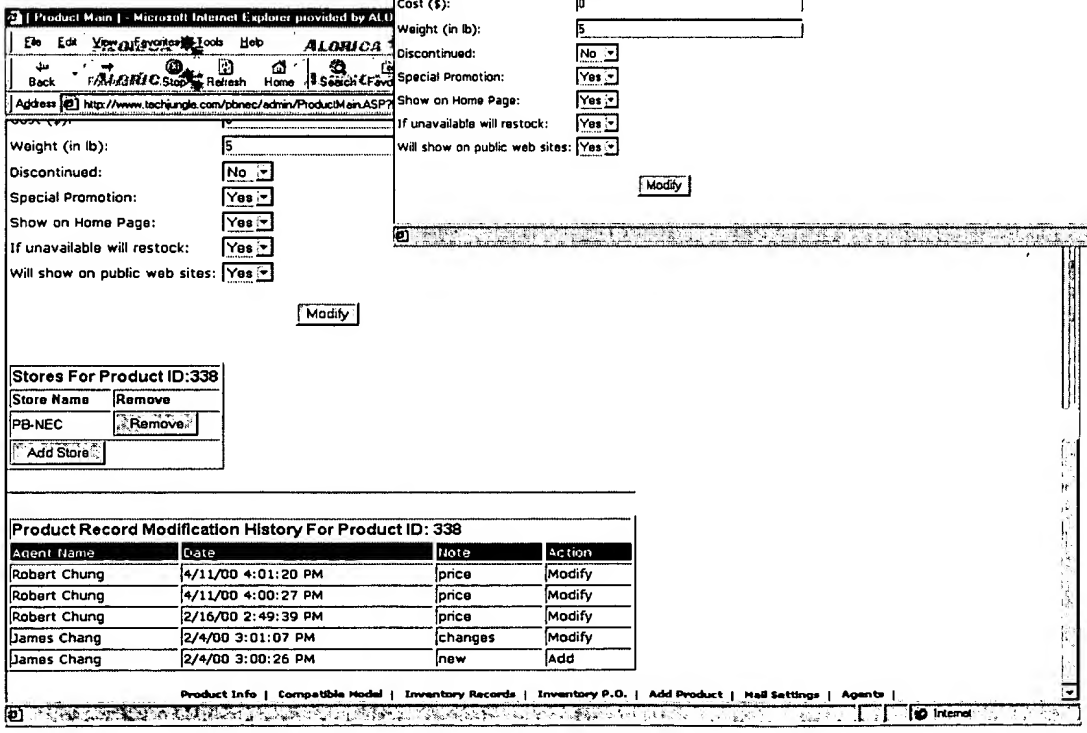


FIG. 19A

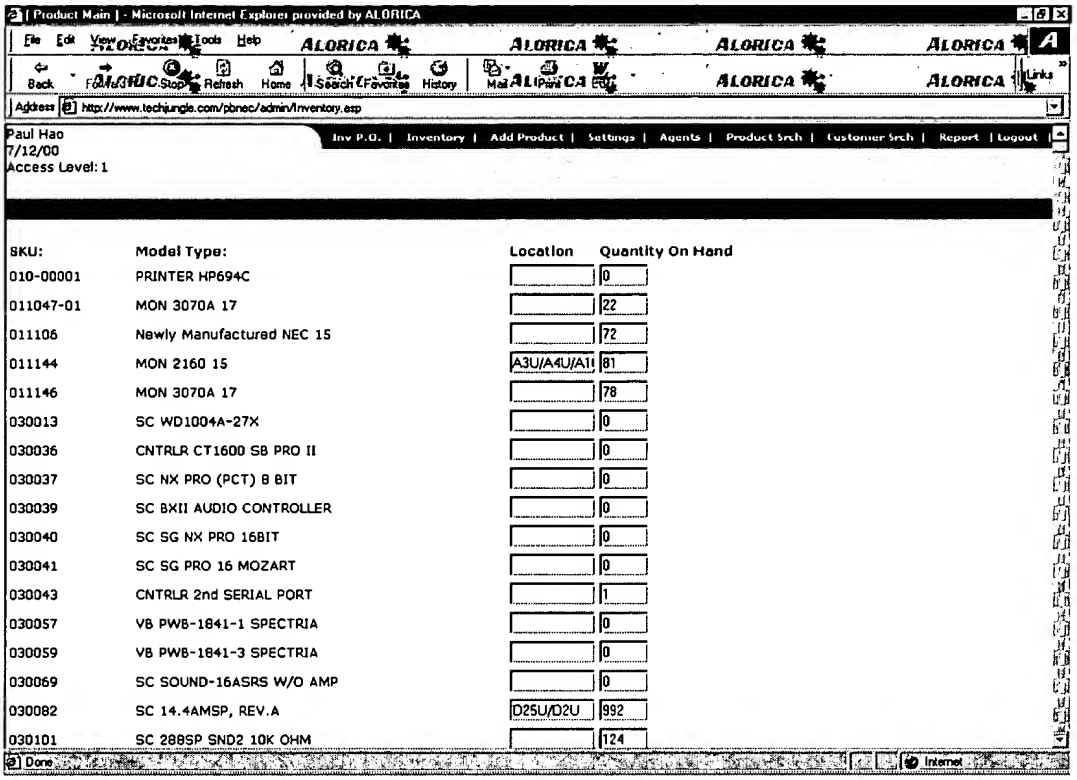


FIG. 19B

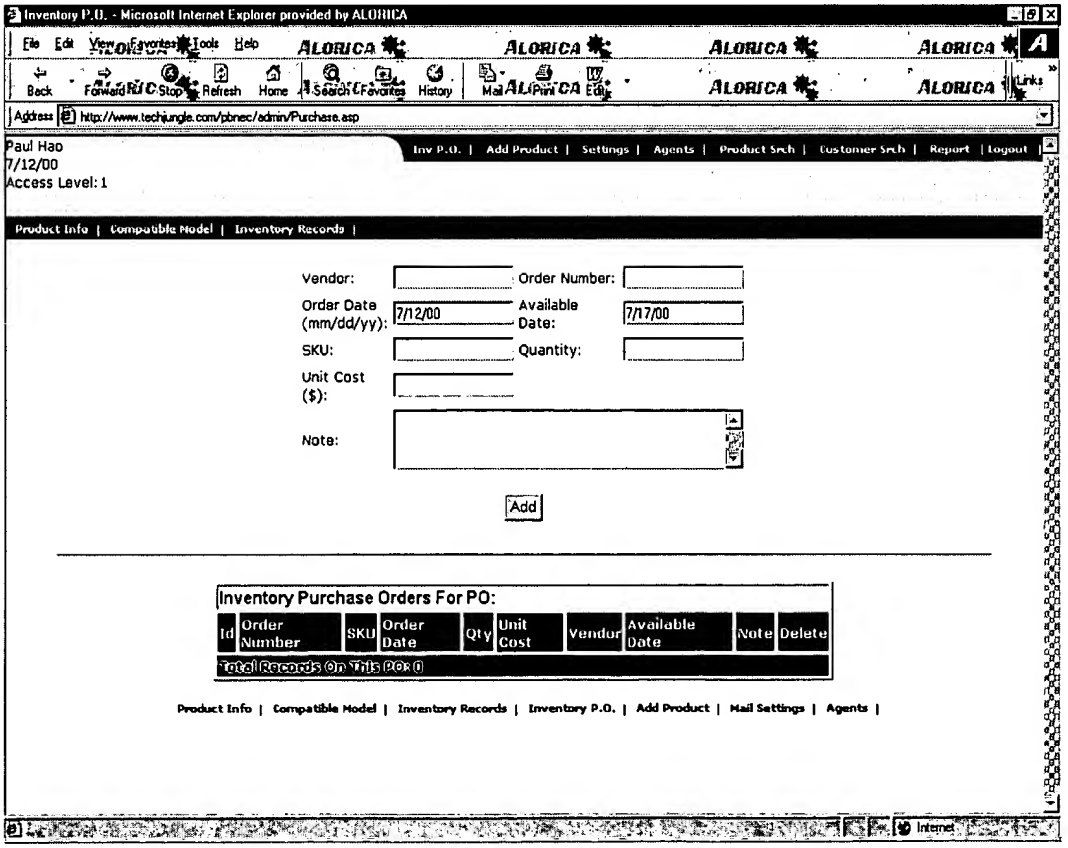


FIG. 20A

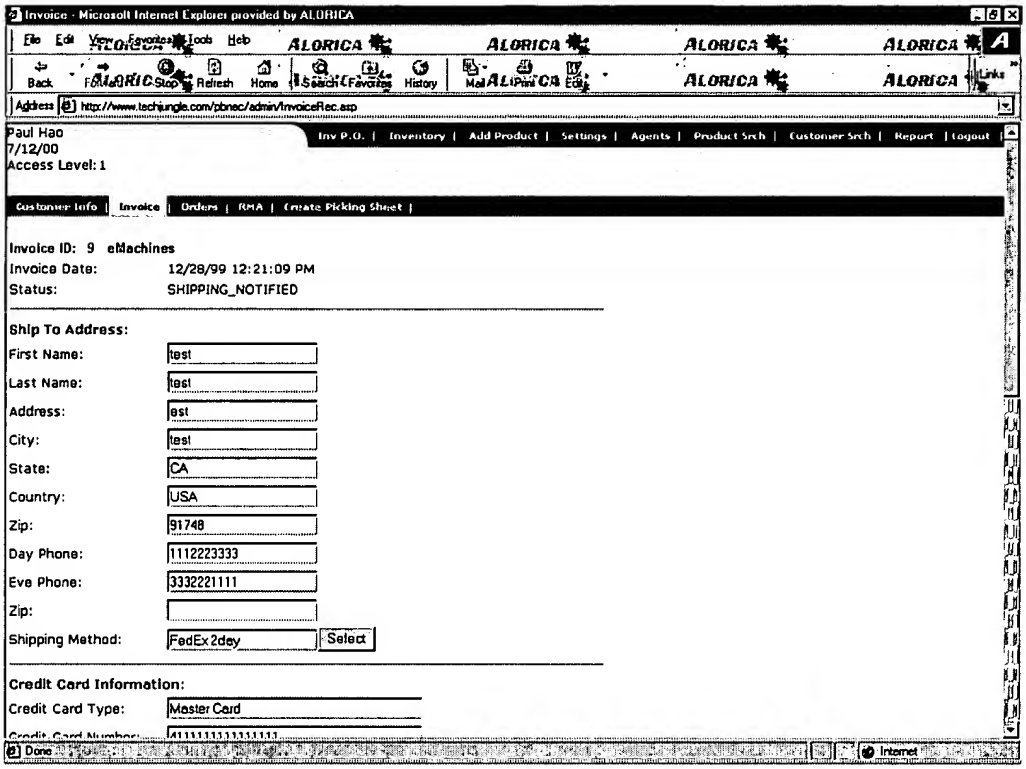


FIG. 20B

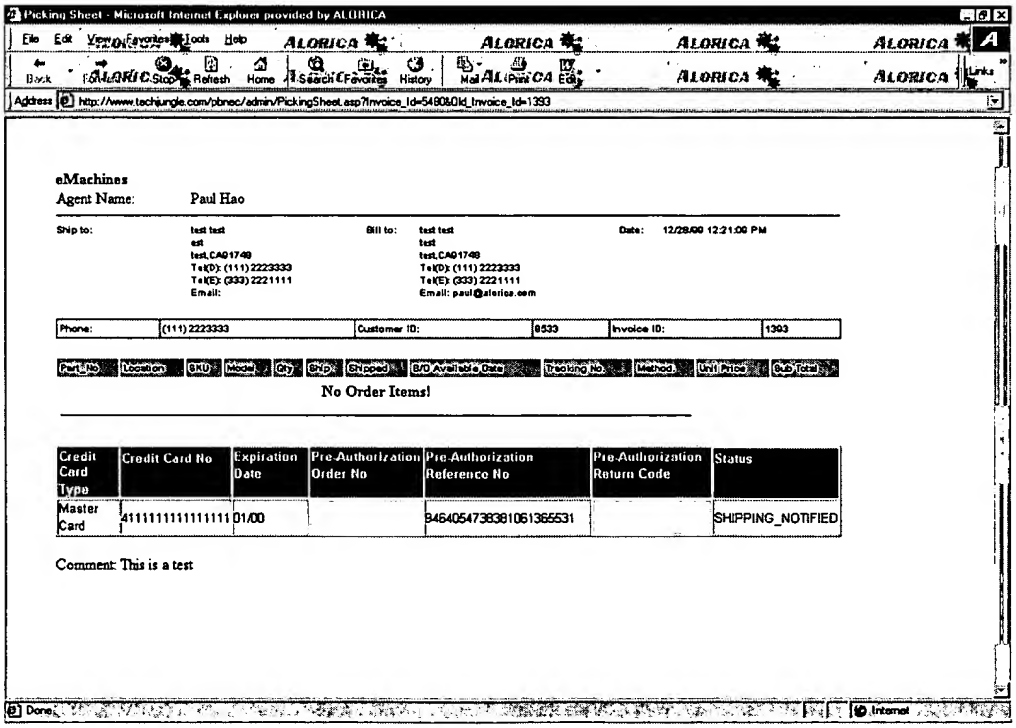


FIG. 21A

[Order List] - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Address http://www.techjungle.com/pbnec/admin/OrderList.asp

Order List From: 7/12/00 To: 7/12/00
FOR Store: eMachines

Order ID	Invoice ID	Customer ID	Product ID	SKU	Part No	Order Date	Status	Order Qty	Shipped Qty	Unit Price	Sub Total	Ship By	B/O Available Date	Product Category	Product Name	Mo
18295	16486	13929	1438	584	584	7/12/00 1:02:28 AM	SHIPPED	1	1	$0.00	$0.00	Two Day		Restore CDs	eMachines	Res
18298	16489	13932	1403	560	560	7/12/00 6:16:55 AM	SHIPPED	1	1	$54.95	$54.95	Two Day		Desktop Parts	eMachines	Pov Sup
18299	16490	13933	1403	560	560	7/12/00 6:53:08 AM	SHIPPED	1	1	$54.95	$54.95	Two Day		Desktop Parts	eMachines	Pov Sup
18300	16491	13934	1403	560	560	7/12/00 6:53:24 AM	SHIPPED	1	1	$54.95	$54.95	Two Day		Desktop Parts	eMachines	Pov Sup
18303	16494	13937	1403	560	560	7/12/00 7:04:23 AM	SHIPPED	1	1	$54.95	$54.95	Two Day		Desktop Parts	eMachines	Pov Sup
18304	16495	13938	1403	560	560	7/12/00 7:04:58 AM	SHIPPED	1	1	$54.95	$54.95	Next Day		Desktop Parts	eMachines	Pov Sup
18305	16496	13939	1436	582	582	7/12/00 7:06:11 AM	PRODUCT READY	1	0	$0.00	$0.00	Two Day		Restore CDs	eMachines	Res
18307	16498	13941	1403	560	560	7/12/00 7:18:06 AM	SHIPPED	1	1	$54.95	$54.95	Two Day		Desktop Parts	eMachines	Pov Sup
18308	16499	13942	1403	560	560	7/12/00 7:19:15	SHIPPED	1	1	$54.95	$54.95	Next Day		Desktop Parts	eMachines	Pov Sup

Done Internet

FIG. 21B

EMachines Support System - Microsoft Internet Explorer provided by ALORICA

File Edit View Favorites Tools Help

Address http://rma.alorica.com/emachines/frameset.cfm

Logged In As: Paul Hao

Log Out

EMachines Support System

Upload RMA

Part Request

Status Check
CC Process
CC Change Report
Fulfillment
Receiving

Parts Request

Fulfillment Frame
Fulfillment Frame2
CC Process Frame2
Status Frame2
Receiving Frame2

Warehouse

RMA Parts
RMA Defective Parts

Administration

User Administration
Find User
RMA Search No Receiving Data

RMA Defect Parts Inventory

SKU	Category	Manufacturer	Description	Price	Quantities	Weight	Location	Edit
559	Floppy Drive	eMachines	eFDD Samsung SFD-321B		1	1.10	A12	Edit
525	Heat Sinks	eMachines	eFan Orient MMX/AMD-K6		0			Edit
526	Heat Sinks	eMachines	eFan AAVID MMX/AMD-K6/MII		1			Edit
527	Heat Sinks	eMachines	eFan AAVID MII(w/o PAD)		0			Edit
528	Heat Sinks	eMachines	eFan AAVID Intel PII SECC2		0			Edit
529	Heat Sinks	eMachines	eFan Dusung Celeron SEPP (w/o Clip)		0			Edit
530	Heat Sinks	eMachines	eFan Dusung Celeron SEPP Clip		1			Edit
531	Heat Sinks	eMachines	eFan AAVID Celelron FCPGA		1			Edit
532	Heat Sinks	eMachines	eFan Foxconn Intel FCPGA		0			Edit
AL002	KDS Products	KDS	eOne mouse		0			Edit
AL003	KDS Products	KDS	eOne Keyboard		1			Edit
AL004	KDS Products	KDS	eOne power cord		1			Edit
566	Keyboards	eMachines	eKB Chicony 2971-Standard		0			Edit
567	Keyboards	eMachines	eKB Chicony 5001-Standard		2			Edit
568	Keyboards	eMachines	eKB BTC 5000A(6-Key/Internet)		7			Edit
569	Keyboards	eMachines	eKB BTC 5190(19-Key/ekeys)		3			Edit
232	Modems	eMachines	eModem Rockwell MW560CI		74			Edit
414	Modems	eMachines	eModem Lucent MM9250		159			Edit
571	Mouse	eMachines	eMouse Logitech M-SAS51		6			Edit
AL001	Power Cord	eMachines	eTower / eView cord		0			Edit

Done Internet

FIG. 22A

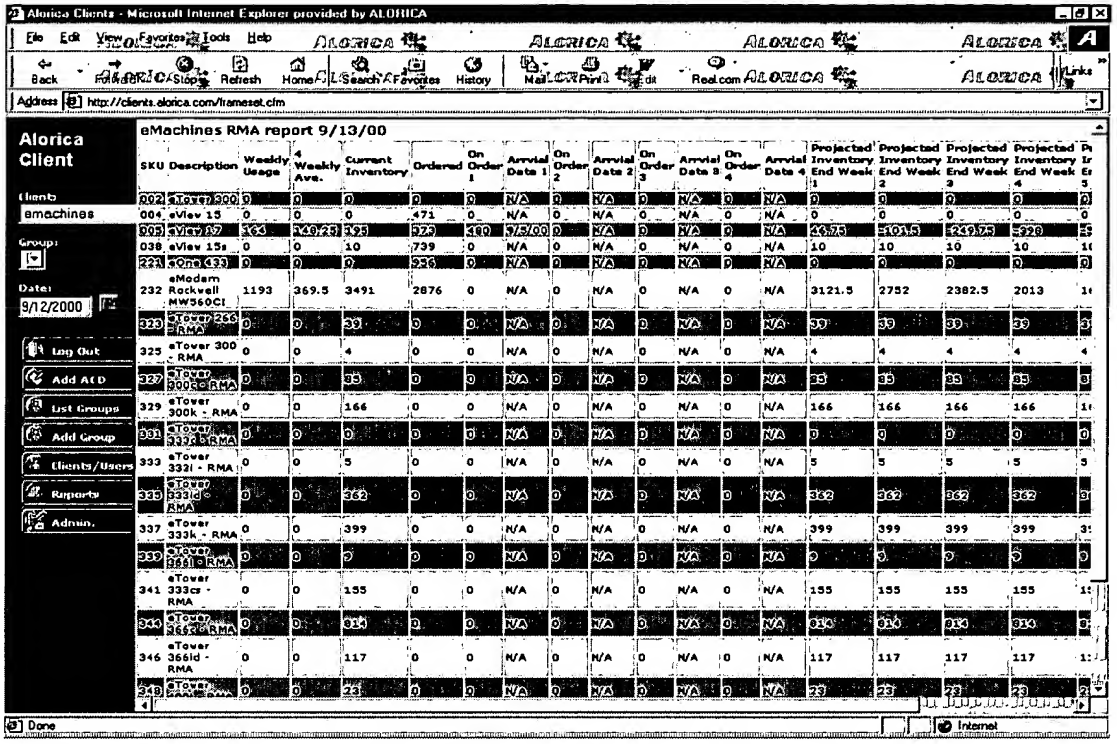
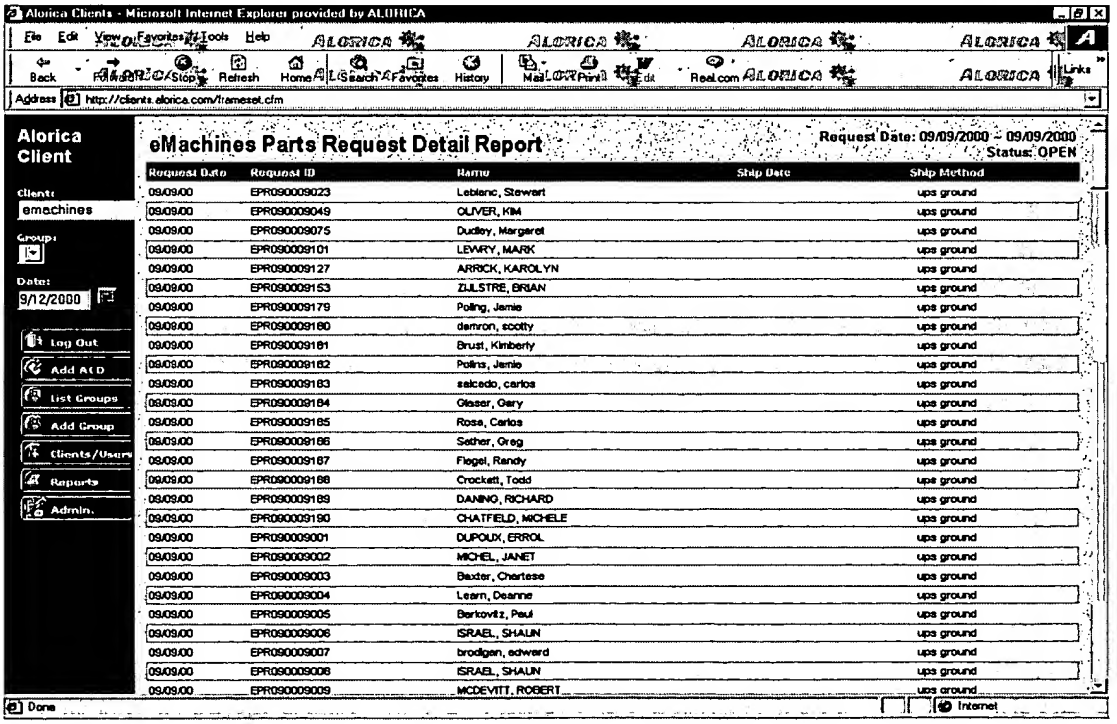



FIG. 22B